



CITY OF FALLS CHURCH

RECRUITMENT ANNOUNCEMENT

EMERGENCY COMMUNICATIONS TECHNICIAN – POLICE DISPATCHER

Available immediately! This is a tremendously rewarding opportunity for those suited by aptitude, temperament & situation. Days & nights are filled with events that keep adrenaline flowing & provide a sense of accomplishment: Examples: getting timely help to a frightened senior citizen having a heart attack; your situation assessment & quick action saves a child's life; the calm, reassuring manner in which you deal with a suicidal person keeps the situation from escalating; dispatching assistance to a police officer at the site of an armed robbery & perpetrators are apprehended with no injury or loss of life. You will feel good about the difference your actions make in the lives of others. This job & the conditions under which it is done will not suit all individuals. FINALISTS WILL BE ADMINISTERED POLYGRAPH EXAM & DRUG SCREENING.

RESPONSIBILITIES:

- Operate police communication system, related administrative & record-keeping duties.
- Considerable public telephone contact; exercising independent judgment, tact and courtesy.
- Answer telephones, provide info or transfer incoming calls; record complaints; dispatch police personnel.
- Operate Teletype and state and national crime information computer terminals.
- Perform related work such as maintaining logbooks and other tasks as assigned.

QUALIFICATIONS:

- Able to multi task - take incoming calls while monitoring essential radio channels & entering information in a computer as the emergency situation develops.
- Able to cope with the stress, emotional toll & verbal abuse that is part of dealing with life & death matters. For example, recovering from talking to a parent whose child has just died, dealing with the verbal abuse of a drunken caller & moving on to provide empathetic assistance to the next emergency caller.
- Excellent command of the English language & speech, which is clear & well modulated over radio.
- Hearing required - receives detailed info through oral communication & makes fine distinctions in sound.
- Visual acuity is required for color perception, preparing & analyzing written or computer data.
- Demonstrated ability to recall detailed information accurately and quickly.
- Experience analyzing routine reports, defining problems, establishing facts, and making valid conclusions.
- Excellent spelling, punctuation, grammar; ability to write reports clearly and concisely.
- Knowledge of or ability to learn quickly the geography of the City.
- No illegal drug use other than marijuana - be prepared to discuss the circumstances during a polygraph test.
- High school diploma; some law enforcement courses, and experience in a public service field desirable.
- Prior police or civilian dispatch experience & certification preferred, however on the job training will be provided if selected candidate has no prior experience.

SALARY RANGE & BENEFITS: \$33,382 - \$53,411 DOQ, annually. Annual vacation & sick leave; 11.5 paid holidays a year; health, dental & life insurance; deferred compensation; City-funded pension plan; credit union; tuition assistance, & free parking. See www.fallschurchva.gov for additional information.

TO APPLY: Send resume to City of Falls Church, HR Div, 300 Park Ave, Falls Church, VA 22046 or hr@fallschurchva.gov. The vacancy will remain open until a qualified applicant is selected.

REASONABLE ACCOMMODATION: During the selection process, applicants with disabilities may request reasonable accommodation. Reasonable accommodation will be granted if mutually agreeable between the Human Resources Division & hiring authority. Requests should be directed to the Human Resources Division. The City of Falls Church does not discriminate in employment or the provision of services on the basis of race, color, national origin, gender, religion, age or disability.

All City facilities are smoke free

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Harry E. Wells Building • 300 Park Avenue • Falls Church, Virginia 22046 • 703-248-5001

www.fallschurchva.gov